

CAPPS HR/Payroll Service Requests (SRs) Report

Date of Report: 06/01/2020

Active SRs by Status and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Module Name	Status	Count of Module
CA Commitment Accounting		20
Configuration	Assessment	1
	Assigned	2
	In Work	1
Configuration		4
ELM		15
Employee Self Service (ESS)		12
ESS Employee Self-Service		1
HR Human Resources	Assessment	31
	Assigned	109
	Awaiting Customer	34
	In Work	50
	System Test	12
HR Human Resources		236
Interfaces		14
Learn		8
Mgr Self Service (MSS)		17
MSS Manager Self-Service		2
None		4
Not Applicable		4
PeopleTools		7
Performance Mgmt		18
POS Position Control		3
PY Payroll		104
Recruiting		19
Reports		64
Security		21
SPRS Payroll		3
TL Time and Labor	Acceptance Testing	1
	Assessment	39
	Assigned	88
	Awaiting Customer	19
	In Work	39
	Rework	4
	System Test	2
TL Time and Labor		192
Grand Total		768

Active SRs by Status

(Excludes Closed, Complete, PeopleSoft Case, Hold, Deferred and Governance)

Status	Count of Module
Acceptance Testing	9
Assessment	112
Assigned	351
Awaiting Customer	72
In Work	192
Rework	5
System Test	27
Grand Total	768

Active SRs by Priority and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Priority	Module Name	Count of Module
High	CA Commitment Accounting	5
	Employee Self Service (ESS)	1
	HR Human Resources	38
	Interfaces	1
	Learn	1
	Mgr Self Service (MSS)	2
	None	2
	Not Applicable	3
	PeopleTools	2
	Performance Mgmt	3
	PY Payroll	31
	Recruiting	3
	Reports	9
	Security	8
	TL Time and Labor	22
High		131
Medium		428
Low		209
Grand Total		768

Active SRs, Priority = High

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Status	Count of Status
Acceptance Testing	1
Assessment	19
Assigned	46
Awaiting Customer	7
In Work	43
Rework	1
System Test	14
Grand Total	131

All SRs by Status

(Includes Closed, Completed after 05/01/20)

Status	Count of Status
Acceptance Testing	9
Assessment	112
Assigned	351
Awaiting Customer	72
Closed	28
Completed	447
Governance	5
Hold	13
In Work	192
Rework	5
System Test	27
Grand Total	1261

CAPPS HR/Payroll Trend Report – Service Requests

May 2019 – May 2020

Status	2019 MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	2020 MAY	Totals
Opened	426	443	784	693	844	680	652	571	572	589	635	583	474	7946
Closed	485	386	587	665	866	841	547	601	662	584	629	584	475	7912

